

FIG. 1

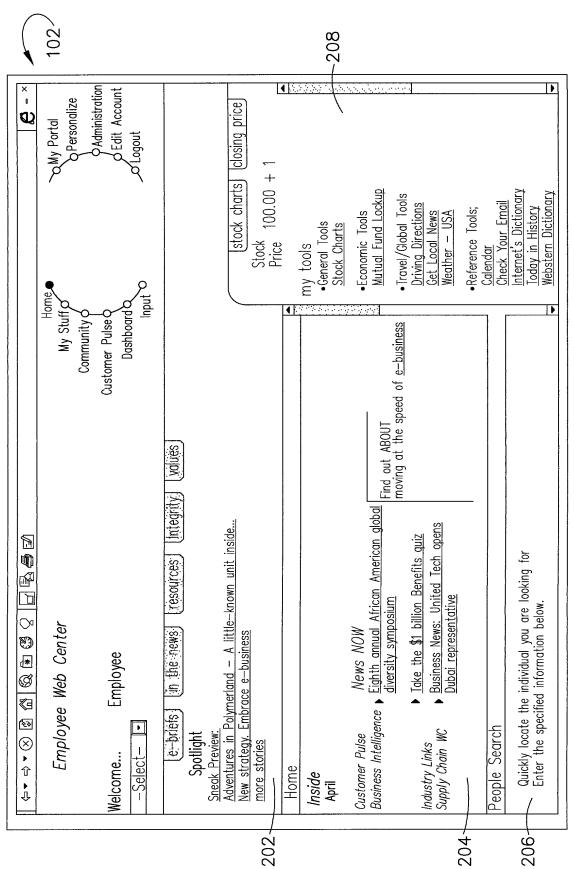


FIG.

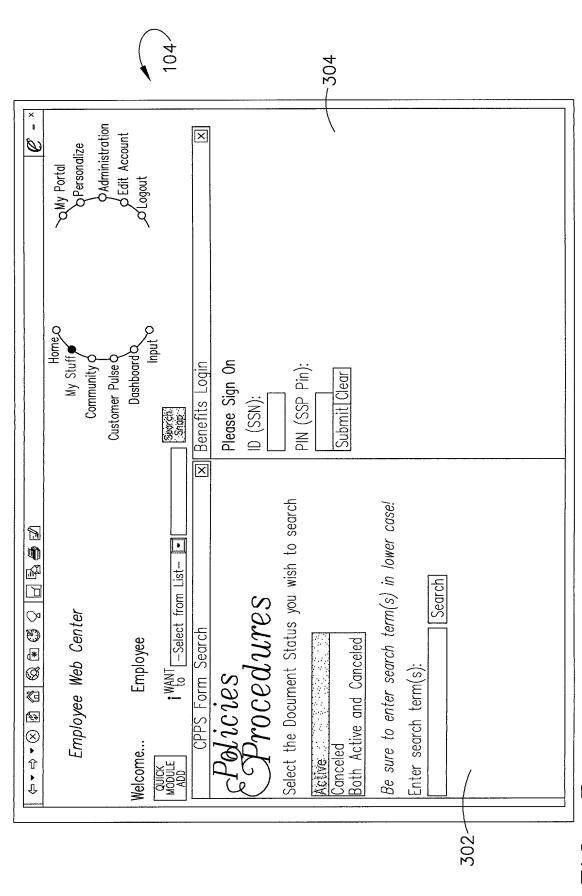
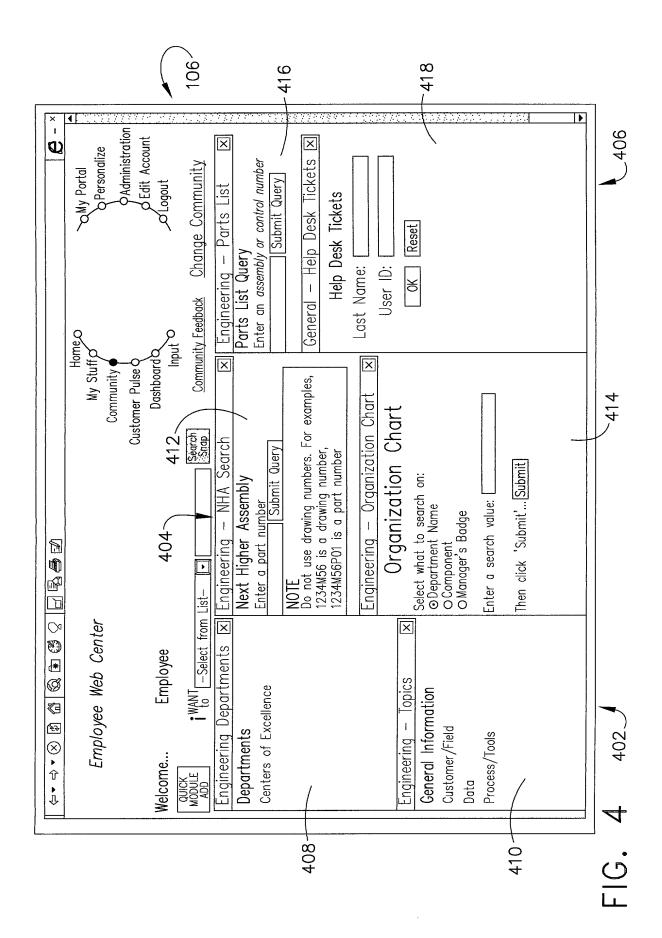


FIG. 3



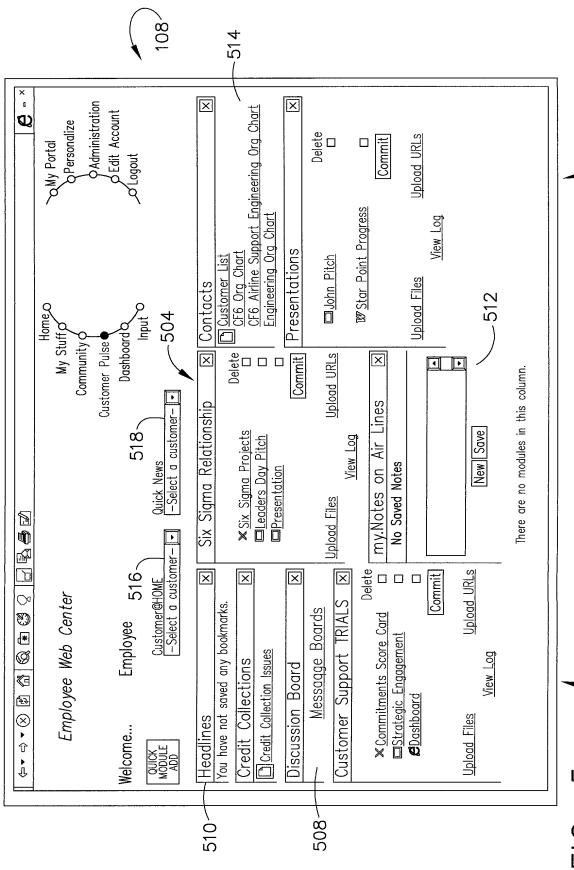


FIG. 5 502

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110		009	
ize itratic	Relationship	VE Action 100% N/A 1088 N/A 100% N/A 100% N/A 100% N/A 95% Plan 95% N/A	🖺 Local intranet
	Value	3 Month Trend Improvin Flat Flat Flat	
Home O My Stuff o nmunity o er Pulse o lashboard o Input o	rformance		Average of the state of the sta
Custom		ment 2001 2000 8 Target Basel 100% 5 683 683 617 100% 61 100% 61 95% 30 95% 30	
<u> </u>	Deliv	Measure 2000 Statu 90% 90% 1366 1088 176 89 82% 79% 79% 79% 93.0%	
from		Owner Sample Sample	
nployee We	tomer Advocacy Dashboard	Delivery  Metric  1 a. Production  b. Production  C. Production  2 Production Records Deliver  3 Vendor Field Support  4 a. Services O/H Delivery  b. Services O/H Quality	
	Fortal  Finployee Web Center  Community Community Community Customer Pulse Community Community Community Community Community Customer Pulse Community Commun	Home on My Portal  My Stuff of Center  Community of Administration  Customer Pulse of Edit Account  Dashboard  I WANT  Secret from List—  Administration  Customer Pulse of Edit Account  I WANT  Secret from List—  Administration  Customer Pulse of Edit Account  Dashboard  My Portal  Performance  Value Relationship	Home

FIG. 6

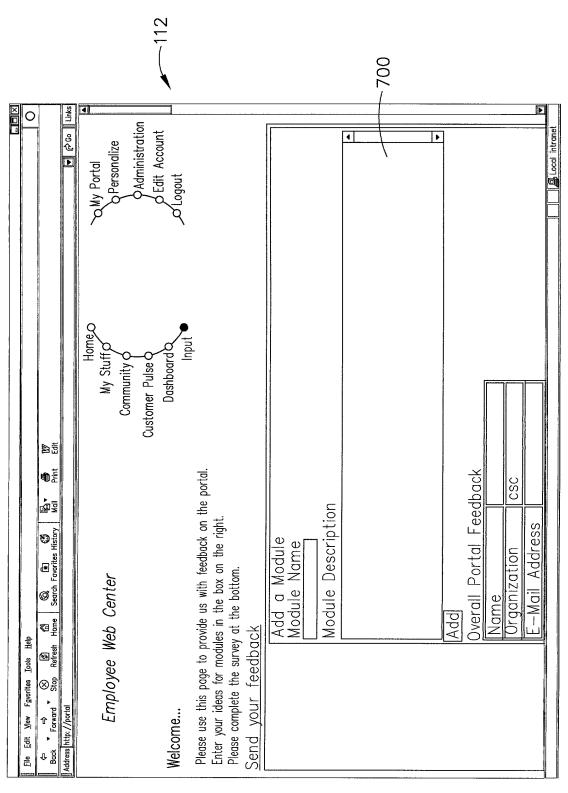
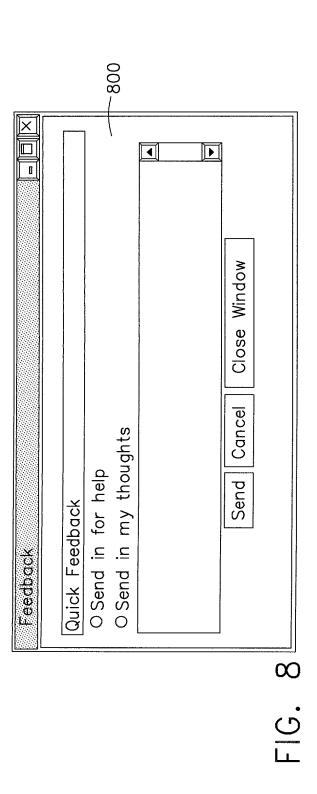


FIG. 7



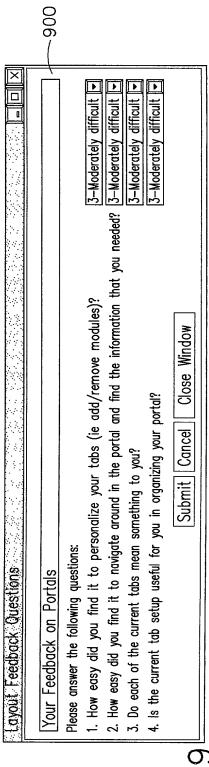
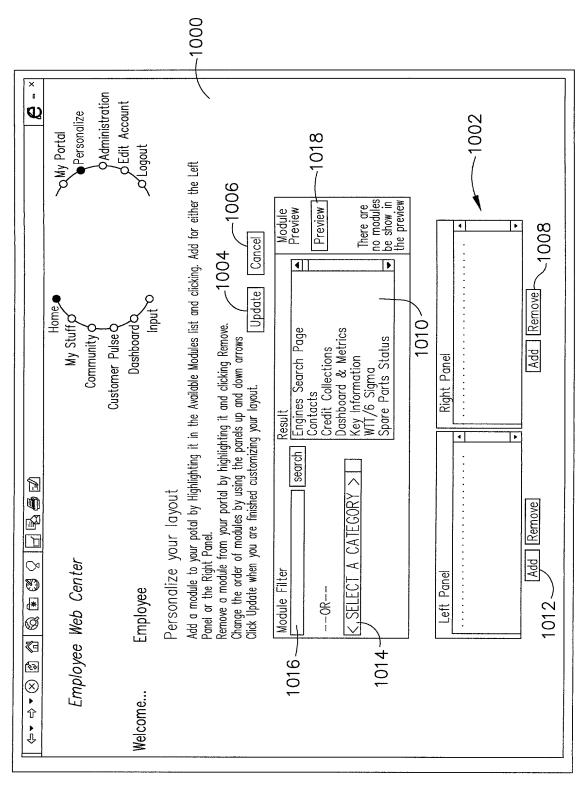


FIG. 9



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